

Children with Special Health Needs Program (CSHNP)

FREQUENTLY ASKED QUESTIONS

1. **What services does CSHNP provide for children with special health needs (chronic medical conditions) and their families?**
 - Support services: These include service coordination, nursing, social work, nutrition, etc.
 - Limited financial help for medical services related to child's condition: It includes office visits, lab tests, x-rays, airfare (for Neighbor Island children), etc.
2. **How do families get CSHNP services?**

Families may call CSHNP to apply. Health providers may call CSHNP or submit a Referral for Service form.
3. **Can a visitor to Hawaii get CSHNP services?**

No. CSHNP only serves children (including immigrants) who live in Hawaii
4. **Is there a family income limit for services?**
 - For support services: Families may receive services without regard to income.
 - For financial help: Families must meet the income limit.
5. **What is needed for CSHNP financial help?**
 - A child must be eligible for CSHNP services.
 - A family must meet the income limit.
 - CSHNP must pre-approve services.
 - Insurance must be used first.
 - CSHNP only pays providers. CSHNP will not provide direct payment to parents.
6. **Can a child with insurance get CSHNP financial help?**

It depends on insurance and the child's health providers.

 - **No insurance**: CSHNP pays for services from providers who accept CSHNP fees.
 - **Medicaid or QUEST**: Medicaid or QUEST pays for most services. CSHNP may pay for a service if it is not paid by Medicaid or QUEST, but this is rare.
 - **Private health insurance**: Insurance is used first. A doctor who works with CSHNP may waive the co-payment. CSHNP does not pay for co-payments or deductibles. CSHNP may pay for a service if it is not paid by insurance.
7. **Can CSHNP pay for a child's unpaid medical bills?**

CSHNP may help only if the child is enrolled in CSHNP, family meets the income limit, and services were pre-approved.
8. **Can CSHNP help with eyeglasses or hearing aids?**

The Lion's Foundation Fund (through CSHNP) may help. Families must meet the income limit and not have insurance to pay for the glasses or hearing aids.
9. **Does CSHNP pay for children's routine health care (such as shots or check-ups)?** No.
10. **Does CSHNP pay for special infant formulas prescribed by a doctor?** No.
11. **Does CSHNP pay for mental health, developmental, therapy, or respite services?**

No. Families will be referred to community providers.
12. **Can a child transfer from another state's CSHNP to the Hawaii CSHNP?**

No. The child must apply to the Hawaii CSHNP. States differ in their programs for children.